

PERSONAL PROGRESSIVE PSC PROCESS FLOW

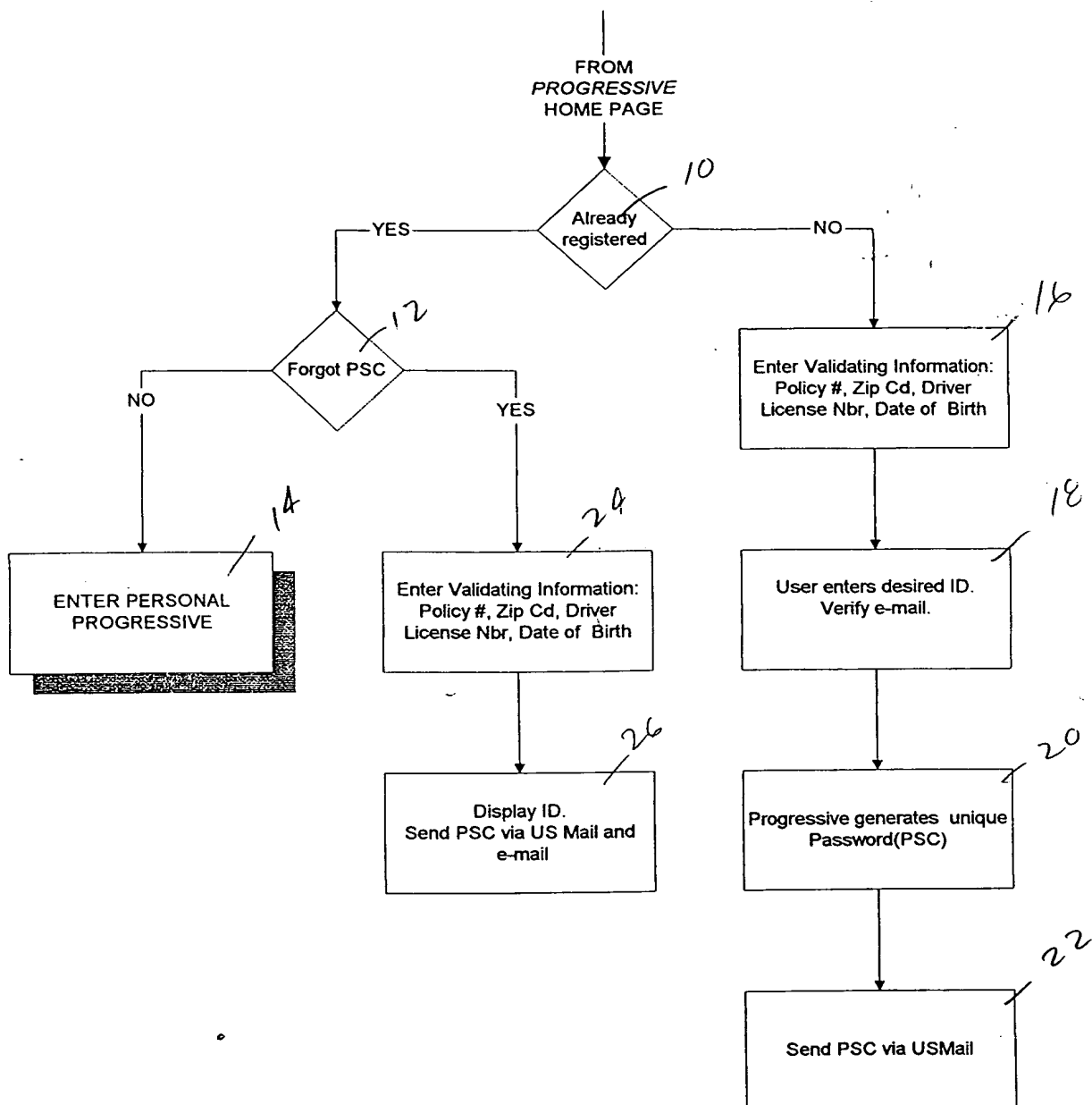
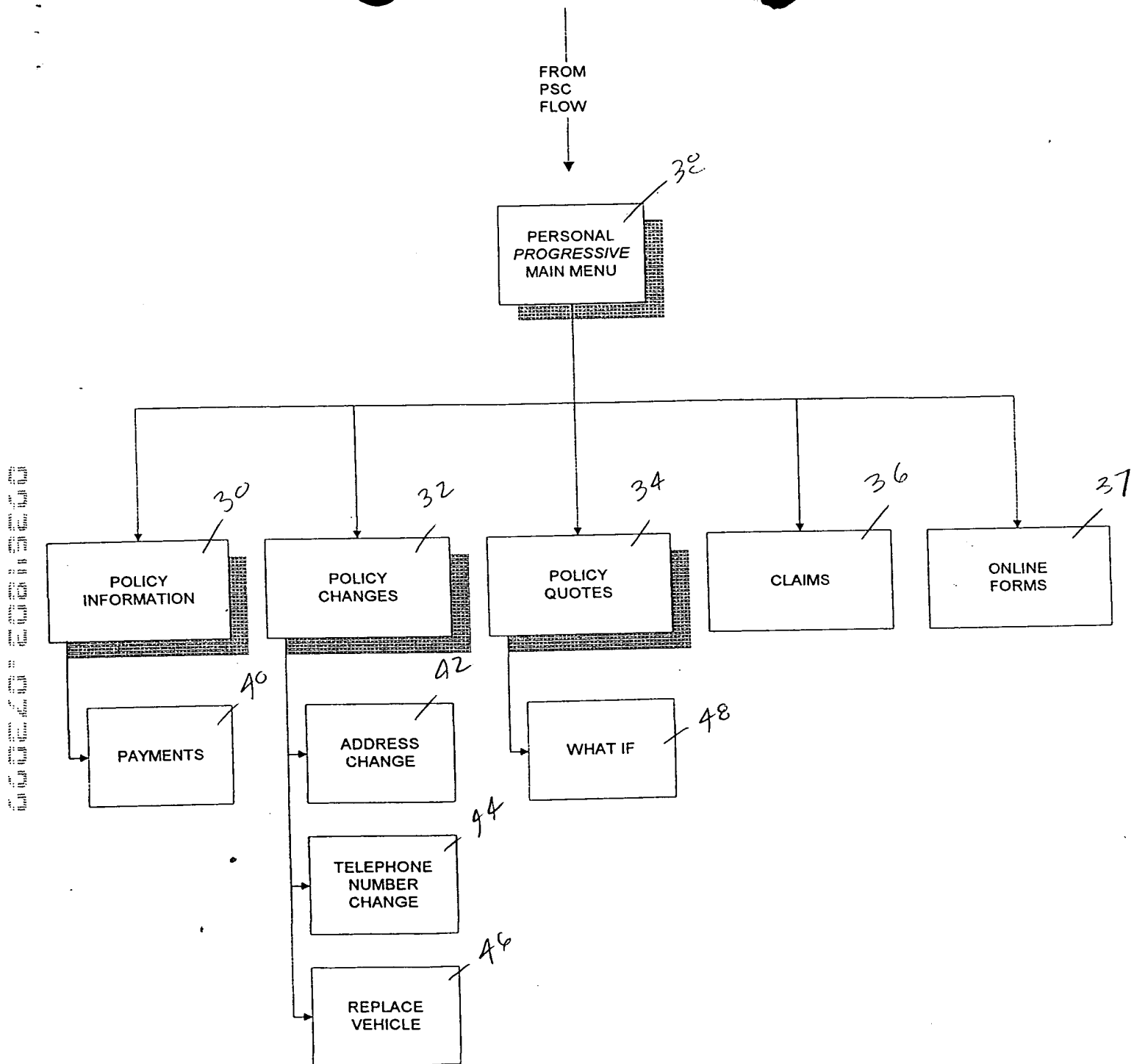


FIG. 1

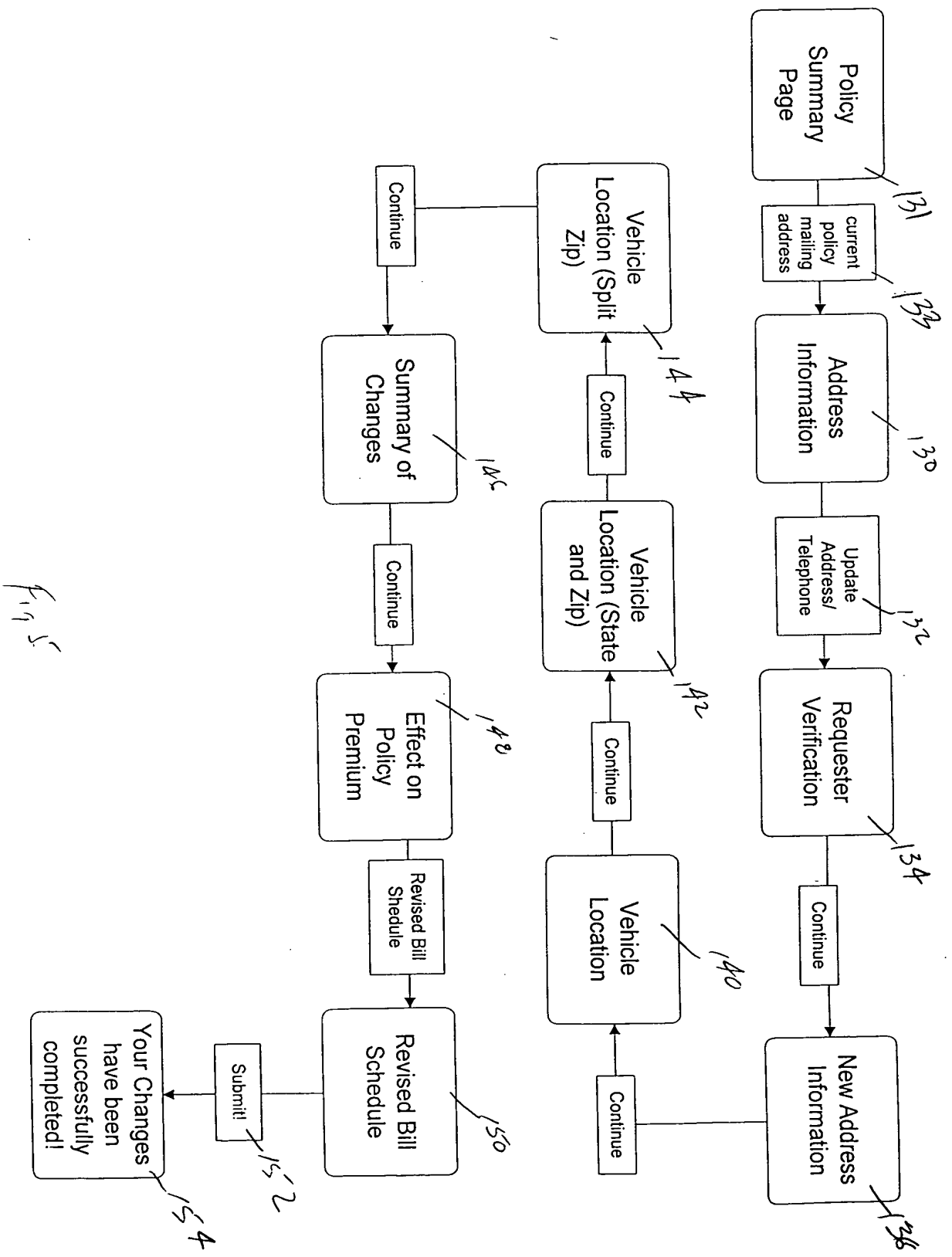
PERSONAL PROGRESSIVE MAIN PAGE

PROCESS FLOW



6/30/99

Fig 2



Each page has a "back to general policy information" button. This takes you back to the Policy Summary page

Each page has a "cancel" button. This takes you to the "Your Changes have been discarded." page.

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PERSONAL PROGRESSIVE CLAIMS PROCESS FLOW

